Max Reiter

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💼 Experience

Desktop Support Specialist   **Phoenix College**
September 2018 – Present   *Phoenix, Arizona*

- Troubleshoot issues and fulfill requests made by staff and faculty via ticketing system
- Promptly respond to urgent incidents to mitigate workflow disruption
- Configure, deploy and maintain devices using management software such as SCCM, Jamf
- Coordinate and collaborate on projects with departments across campus
- Interface with third party vendors for RMAs, repairs and purchases

System Administrator & Developer   **SGANG Community**
March 2020 – Present   *Remote*

- Configure, deploy and maintain cloud-based Linux hosts
- Configure, deploy and maintain containerized software on hosts
- Develop and maintain in-house software utilized by community
- Contribute features, bug fixes to third party projects utilized by community
- Interface with community members, moderators to triage and implement feedback

💼 Skills

- **General**: Customer Service, Written Communication, Verbal Communication
- **Languages**: Go, Python, Lua, HTML, CSS/Sass, JavaScript, jq
- **Configuration**: YAML, TOML, JSON, INI
- **Scripting**: Fish, Bash, Batch, PowerShell
- **Editors**: Neovim, Visual Studio Code
- **Databases**: PostgreSQL, MariaDB, SQLite, Bolt
- **Software**: Docker, Tailscale, Git, Active Directory, SCCM, Jamf
- **Platforms**: Snipe-IT, TeamDynamix, GSuite, Office, Sophos, Meraki, Wrike
- **Operating Systems**: Windows 10/11/Server, Ubuntu, Arch, MacOS, iOS, Android
- **Hardware**: Troubleshooting, Diagnostics, Repair, Assembly, Imaging

🎓 Education

Arizona Connections Academy   *Gilbert, Arizona*
High School Diploma   *May 2018*

- 3.4 GPA